1	2	3
Madhya Pradesh	11748	99
Andhra Pradesh	14794	234
Karnataka	11196	114
Tamil Nadu	8293	129
Kerala	8984	69
Pondicherry	218	8
Total	262376	1956

[Translation]

Regional Coal Consumer Council

6563. SHRI D.P. YADAV : Will the Minister of COAL be pleased to state :

(a) whether any Regional Coal Consumers Council has been constituted by the coal companies to solve the problems of consumers;

(b) if so, the number of problems solved alongwith the nature thereof so far; and

(c) the guidelines issued for providing relief to the consumers in future ?

THE MINISTER OF STATE OF THE MINISTRY OF COAL (SHRIMATI KANTI SINGH): (a) For redressal of consumers grievances and Monitoring of complaints received from the consumers, a Regional Coal Consumers Council has been set up for each coal company. An appex body the National Coal Consumers Council has also been set up at Headquarters of Coal India Limited. Grievances are to be first addressed at the Regional Council. In case the complainant does not receive a reply within a month or the complainant is not satisfied with the reply, he may prefer complaint to the National Coal Consumers Council.

(b) There were no specific complaints/problems raised by the attending members in respect of non-core sector consumers served by Eastern Coalfields Ltd. The Regional Coal Consumers Council under SECL resolved the following complaints–

(i) 5 problems relating to poor/inferior quality of coal at destination.

(ii) 4 problems relating to miscellaneous coal etc.

(iii) 2 problems relating to receipt of dusty/lumpy coal at destination.

Information pertaining to other coal companies of CIL is being collected and will be laid on the Table of the House.

(c) Apart from constitution of Coal Consumers Councils for redressal of consumers' grievances, a consumer grievance cell has been set up at the Marketing Division of Coal India Limited to look into the Specific problems of the consumers. All the subsidiary coal companies have also been advised for setting up of similar consumer grievance cells. Consumers experiencing difficulties in redressal of their problems may approach the grievance cell with their grievances. If they desire, they can discuss their grievances with the officer-in-charge of the cell who will be reporting to Chief of Marketing. All such grievances will be recorded properly. Depending on the nature of the complaint, the Officer-in-Charge will take up the matter with the concerned section for arriving at a solution. Action taken on the grievances will be reviewed in the fortnightly meeting chaired by Chief of Marketing, Coal India Limited.

[English]

Export of Textile Items

6564. DR. KRUPASINDHU BHOI : Will the Minister of TEXTILES be pleased to state :

(a) whether the potentials of handicraft, handlooms and other textile garments for export purposes from Orissa has not been fully tapped;

(b) if so, the reasons therefor; and

(c) the steps taken to increase the export of these items from Orissa ?

THE MINISTER OF TEXTILES (SHRI R.L. JALAPPA): (a) and (b) Government has been making efforts, on a continuous basis, to tap fully the export potential of handicraft, handlooms, textiles and clothing from different states, including Orissa.

(c) In order to boost the exports of textiles and handicrafts from all parts of India including Orissa, Government have been taking a number of steps, which include encouraging exporters to participate in buyer-seller meets; fairs and exhibitions; enabling import of capital goods at concessional duty for export production; special arrangements for duty free import of raw materials for export production; ensuring increased availability of export credit etc.